The Federal CIO Council's Best Practices Committee and the American Council for Technology (ACT) invite you to participate in our next Best Practices Forum:

EVENT: **Telecommunications Enterprise Management**
DATE: **Wednesday, December 14th**
TIME: **9:00 - 11:00 a.m.**
LOCATION: **Department of Health & Human Services (HHS)**
                 Hubert H. Humphrey Building, Room 800
                 200 Independence Avenue, S.W., Washington, DC 20201

In our next forum, **"Telecom Enterprise Management,"** we will hear from executives from a Fortune 1000 company, a top 20 U.S. bank, and Chicago's fourth largest private employer. Each organization has implemented "best practices" for successful deployment of innovative IT solutions in the management of their telecommunications operations. Specific topics to be addressed include financial/asset management (network optimization and cost control), process management/governance ("checks and balances" on needs fulfillment), billing validation/reconciliation, service inventory management and information accuracy, network optimization, timely execution of service orders and applicable service-level performance, and infusing new technologies into the network.

Our moderated event will feature three industry case study presentations followed by a collaborative exchange between the panel and government audience. Together, we will examine these innovative solutions and discuss challenges and opportunities for significant financial savings in telecom management.

We hope you will be able to join us for the December 14th forum. To assure yourself a spot, **RSVP your attendance plans asap** to Don Becker (dbecker@actgov.org), or call Mike DiConti (703-218-1955 x205) at the American Council for Technology for additional information.

Sincerely yours,

Dave Wennergren and Charlie Havekost
Co-chairs, Best Practices Committee
Federal CIO Council